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Services

Texas Department of State
Health Services

Roles and Responsibilities

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Vaccine Operations Group
Immunization Unit

DSHS Vision and Mission

Vision:

A Texas free of vaccine-preventable diseases.

Mission:

To remove barriers to complete and timely vaccination, increase vaccine coverage levels and reduce the burden of vaccine-preventable disease for all Texan infants, children, adolescents, and adults.



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Goals

DSHS Immunization Unit

- Raise and sustain vaccine coverage levels for infants and children;
- Improve adolescent vaccine coverage levels
- Improve adult vaccine coverage levels
- Prevent and reduce cases of vaccine preventable diseases
- Maintain and improve public health preparedness
- Promote and practice the safe handling of vaccines and ensure the accountability of all program components



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Goals

TVFC Program

- Eliminate vaccine cost as a barrier to immunizations
- Reduce the need for referrals by private providers to public clinics by keeping children in their “medical home” for comprehensive health care
- Provide a vaccine delivery system that is both efficient and effective for public and private providers



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Question to Ask...

- How can WE achieve our vision, mission and goals?
- How can I help achieve the shared vision, mission and goals?
- What can I do to strengthen a partnership?
- What can I do to better support my providers?
- How can I increase my immunization and program knowledge?
- What are my roles and responsibilities?



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Partnership Definition

A person who takes part in an undertaking with another or others.

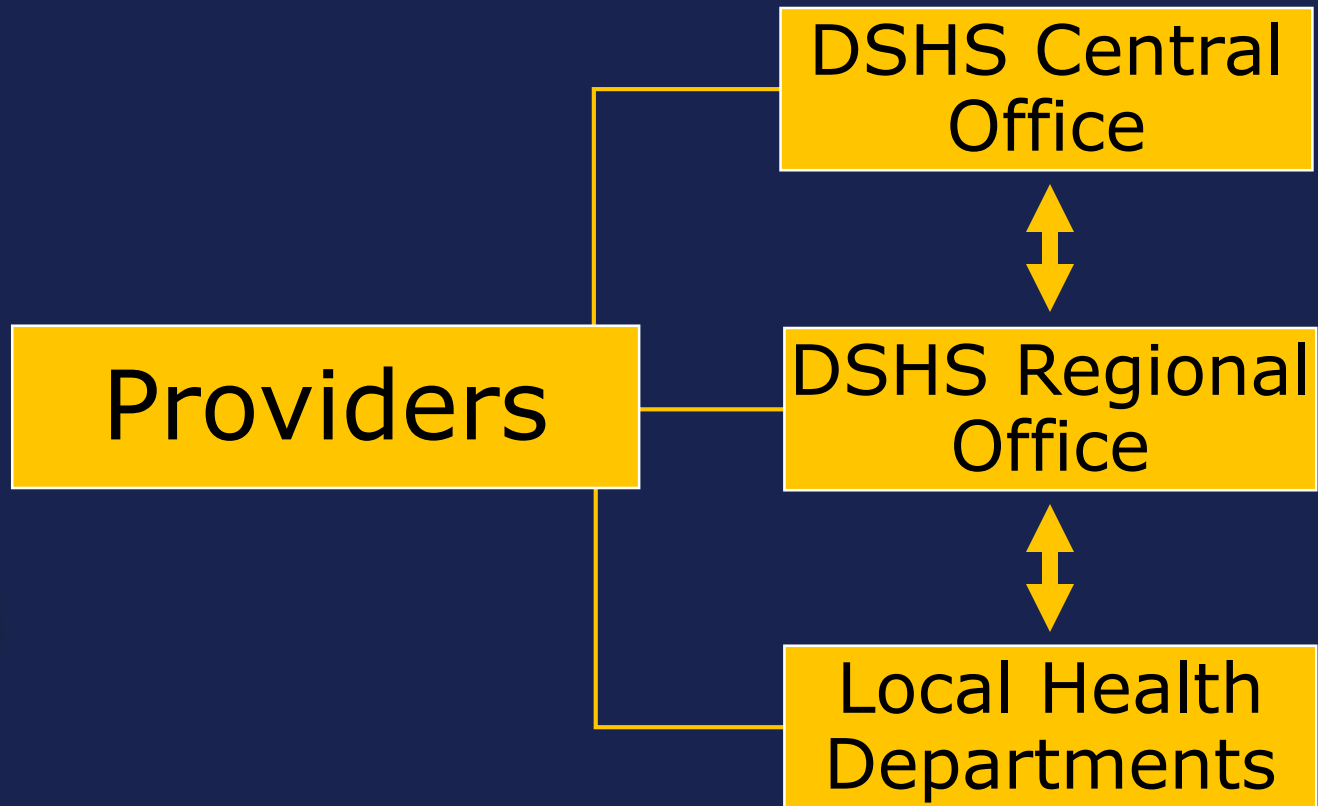
- Colleague
- Associate
- Coworker
- Collaborator
- Comrade
- Teammate



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DSHS Partnership Roles



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Team Roles and Responsibility

- Subject matter experts (SME)
- Advocates for immunizations and the TVFC/ASN Program(s)
- To possess extensive knowledge of the TVFC/ASN Program(s)
- To address requests, questions, and issues in a timely manner
- To provide support to our partners
- To work towards the achievement of our goals



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Team Roles and Responsibility

Clear and concise communication:

- Emails
 - Know your audience
 - Respectful greeting and closing (i.e. signature blocks)
 - Tone of emails
 - All caps, bold, underline
 - Special characters (i.e. exclamation mark!)
- Phone calls
 - Tone of voice
 - Proper greeting and closing



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Team Roles and Responsibility

- Site visits
 - Introduce yourself professionally
 - Dress appropriately
 - Wear proper identification
 - Work as a partner in a professional manner
 - When resolving issues, tell the provider the “why” and not just the “what”
- Accurate communication of program(s) policies

Great customer service is the foundation to great partnerships!



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DSHS Central Office Roles and Responsibilities

- To act as a resource and partner with:
 - DSHS HSRs
 - Local Health Departments
 - National Partners
 - Community Organizations
 - Other state agencies



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DSHS Central Office Roles and Responsibilities

- To address requests, questions, and issues from partners and providers in a timely manner
- To monitor program(s) activities and report as necessary to state and national partners.
- To support and guide all partnerships



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DSHS HSR Roles and Responsibilities

- To act as a resource and partner with:
 - DSHS Central Office
 - Local Health Departments
 - Providers
 - Community Organizations
 - Other state agencies



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DSHS HSR Roles and Responsibilities

- To address requests, questions, and issues from partners and providers in a timely manner
- To monitor program(s) activities in regional jurisdiction.
- To recruit/enroll new providers in program(s)
- To support and provide guidance to all partners and providers



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LHD Roles and Responsibilities

- To act as a resource and partner with:
 - DSHS Central office and HSRs
 - Providers
 - Community Organizations
- To address requests, questions, and issues from partners and providers in a timely manner



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LHD Roles and Responsibilities

- To monitor program(s) activities in local jurisdiction.
- To recruit/enroll new providers in program(s)
- To support and provide guidance to all partners and providers



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“Do what you do so well, that
they will want to see it again
and bring their friends.”

-Walt Disney



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Questions?



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Thank you for your continued partnership!

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